

## **AUTOMATIC IDENTIFICATION OF TELEPHONE CALLERS BASED ON VOICE CHARACTERISTICS**

### ABSTRACT OF THE DISCLOSURE

A method and apparatus are provided for  
5 identifying a caller of a call from the caller to a  
recipient. A voice input is received from the  
caller, and characteristics of the voice input are  
applied to a plurality of acoustic models, which  
include a generic acoustic model and acoustic models  
10 of any previously identified callers, to obtain a  
plurality of respective acoustic scores. The caller  
is identified as one of the previously identified  
callers or as a new caller based on the plurality of  
acoustic scores. If the caller is identified as a  
15 new caller, a new acoustic model is generated for the  
new caller, which is specific to the new caller.